

Deborah.Easterling

From: Jocelyn.Boyd
Sent: Friday, October 04, 2013 10:48 AM
To: Deborah.Easterling; Tricia.DeSanty
Subject: FW: There is a VERY strong chemical smell in our Tega Cay water -- especially hot water from the kitchen tap

From: dale1102@aol.com [mailto:dale1102@aol.com]
Sent: Wednesday, October 02, 2013 12:36 PM
To: harringc@dhec.sc.gov
Cc: Campbell, Chad; Jocelyn.Boyd; cfunderburk@tegacay.com; tcwateradvisory@hotmail.com; whisonsr@dhec.sc.gov; simswe@dhec.sc.gov; RJDurham@uiwater.com; pcflynn@uiwater.com; mamitchell@uiwater.com; mbdavis@uiwater.com
Subject: Re: There is a VERY strong chemical smell in our Tega Cay water -- especially hot water from the kitchen tap

Update:

A technician from TCWS just took some samples from our spicket outside. He did explain that our water comes from Rock Hill and it's the same water that Rock Hill and Fort Mill gets if it's being treated, it's being treated there....that TCWS just distributes.

He said our pH is 7.7 and the chlorine is 0.83 -- both apparently within safe ranges.

He didn't smell an odor at the outside spicket so the problem seems to be isolated to our kitchen faucet for reasons we can't explain at this point. We had a brand new hot water heater installed about 2 or 3 weeks ago so that isn't the issue.

Bottom line -- the water has tested safe so I guess everything is OK and this was a false alarm.

Thank you all for your very prompt attention to this. I do appreciate how quickly this was handled and although I still don't like the smell of hot water from the kitchen faucet, I am much relieved to find that our water is safe. That was my primary concern.

Regards,
Ms. Dale Barr

-----Original Message-----

From: Harrington, Gregory C. <harringc@dhec.sc.gov>
To: dale1102 <dale1102@aol.com>
Cc: Campbell Chad <ccampbe@regstaff.sc.gov>; jocelyn.boyd@psc.sc.gov <[Jocelyn.boyd@psc.sc.gov](mailto:jocelyn.boyd@psc.sc.gov)>; cfunderburk <cfunderburk@tegacay.com>; TC Water Citizen Advisory Council <tcwateradvisory@hotmail.com>; Stephen Whisonant <whisonsr@dhec.sc.gov>; William E. (Bill) Sims <simswe@dhec.sc.gov>; Rick Durham <RJDurham@uiwater.com>; Patrick Flynn <pcflynn@uiwater.com>; Mac Mitchell <mamitchell@uiwater.com>; Mike Davis <mbdavis@uiwater.com>
Sent: Wed, Oct 2, 2013 11:38 am
Subject: Re: There is a VERY strong chemical smell in our Tega Cay water -- especially hot water from the kitchen tap

Mr. Barr

Please provide your phone number and address. Stephen Whisonant with DHEC will be investigating. I am also notifying Tega Cay Water Service with this email. Tega Cay Water Service will be following up with you.

Stephen Whisonant

Please put into the EFIS system and follow up with Mr. Barr.

Rick Durham

Please follow up with Mr. Barr and provide DHEC the results of your investigation.

On Wed, Oct 2, 2013 at 11:08 AM, <dale1102@aol.com> wrote:

I was curious if anyone else in Tega Cay has reported a VERY STRONG odor when they run their water -- especially hot water -- from the tap. I don't notice this when I shower but I have noticed this smell for about 2 weeks whenever I cook and use the kitchen faucet. It's gotten so bad that my husband -- who usually doesn't notice things like this! -- actually commented on it last night, which made me worry even more.

It's not exactly a chlorine smell but it's a chemical cleaning/disinfectant smell -- like something you'd smell in a public restroom (I'm not trying to be funny -- just trying to describe the odor). In fact, when I first smelled it, I thought I had spilled something on my counter. It was THAT strong and had THAT MUCH of a similarity to the smell of a disinfectant/cleaning product.

Something that smells THIS strong can't possibly be safe in our water....and if, in fact, TCWS need to add something THIS strong to make our water safe to drink, what on earth is REALLY going on with the water???

I would love to know if anyone else has noticed this and -- most importantly -- if the water is truly safe to drink right now. I know there have been incidents when TCWS was supposed to issue a boil-water advisory but residents never heard about it. To be safe, I have been drinking bottled water only for the past couple of weeks but seriously -- for the rate I pay TCWS, I shouldn't have to buy 5 cases of water every Sunday. That's an extra expense that one should not HAVE to incur (unless by choice), provided that the water company is doing their job and delivering safe drinking water.

Regards,

Dale Barr

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